

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



David Wyatt (left) and Tom Kusterer hold the Recycling Center's 2009 Silver Excellence Award for Recycling Systems from the Solid Waste Association of North America.

***MONTHLY REPORT
SEPTEMBER 2009***



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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2010 began July 1, 2009.)

FACILITY	Sep FY10	FY10 Total	Sep FY09	Sep FY08
Materials Recovery Facility ⁽¹⁾	6,781 tons	19,378 tons	7,344 tons	7,119 tons
Brunswick Landfill Facility ⁽²⁾	13,055 tons	45,594 tons	20,202 tons	19,809 tons
Resource Recovery Facility ⁽³⁾	40,878 tons	137,072 tons	50,676 tons	39,609 tons
Yard Trim Compost Facility	2,996 tons	9,318 tons	3,002 tons	2,606 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

Revenue Analysis and Systems Evaluation

During September, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in September;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for September 2009 totaling \$1,224,719.28 (a decrease of \$171,993.08 below September 2008);
- Updated the Aging Report (30-day arrearage was \$4,235.64 as of October 7, 2009);
- Reconciled September 2009 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued compiling data for the FY09 County-wide materials flow analysis;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with ongoing DSWS IT services, ERP and MC311 implementation; and
- Begin planning for the FY11 budget process.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – DAFIG met on Tuesday, September 8, 2009. Topics discussed included the following: The FY11 and beyond budget, DEP Complaints, deer management, recognition of Matthew McMillen and non-air media monitoring. The next meeting will be held on Tuesday, December 8, 2009, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee (SWAC) – SWAC held its regularly scheduled meeting on Saturday, September 12, 2009 at the County's Recycling Center in Derwood. Twelve SWAC and three County staff members were in attendance. Peter Karasik, Section Chief of Central Operations of the Division of Solid Waste Services, presented the members of SWAC with an overview of the procedures and operations of the Recycling Center and Transfer Station. A tour of the entire Transfer Station followed. The next meeting will be held on Tuesday, October 6, 2009.

COLLECTIONS

Resident Missed Collection Complaints:

September 2009	60
September 2008	118
Difference	-58

Call Center:

Calls received	6,759
E-mails received	1,568
Voicemails received	163
Bulk trash requests	1,919
Scrap metal requests	1,839
Blue bin requests	1,338
Blue cart requests	416

Public Outreach:

- **Survey Cards:**

The Public Service Workers distributed 1,721 survey cards in September and received 5.3% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	84%	15%	1%	0%	0%
County Staff	82%	16%	1%	1%	0%
Recycling Crews	67%	25%	2%	2%	4%

The Call Center mailed out 199 survey cards in August and received 10.6% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	73%	27%	0%	0%	0%
County Staff	73%	27%	0%	0%	0%
Recycling Crews	44%	44%	6%	6%	0%

- **Website Survey:**

For the month of September, no residents responded to our website survey. The following chart details residents' satisfaction with our recycling programs, county staff, and collection crews:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	100%	0%	0%	0%	0%
County Staff	100%	0%	0%	0%	0%
Recycling Crews	67%	0%	33%	0%	0%

Collection Section Enforcement Actions:

- **Citations:** Four citations were issued in the month of September.
 - 48-21(b) - collected solid waste after 9 p.m. and before 7 a.m. within 500 feet of a residential structure. Issued to the following businesses:
 - Waste Management at 7930 Georgia Avenue.
 - Pinnacle Waste at 8600 block of Georgia Avenue.
 - Waste Management at 8787 Georgia Avenue.
 - Waste Management at 5530 Randolph Avenue.

- Notices of Violation: Two Notices of Violation were issued in the month of September.
 - 48-23 - operator left vehicle unattended while running. Issued to Titus Trash at the Travilah Shopping Center.
 - 48-20(d) - collection vehicle found to be in an unsafe physical, mechanical, or sanitary condition. Issued to B and B Refuse at 355 and Shady Grove Road.

Web Site:

The following is information gathered from the Montgomery County Solid Waste web in September 2009:

Solid Waste Services Website

Unique Visitors	43,568
Page Loads	130,350

Email List Memberships

Topic	Members	New subscribers this month
Holiday Reminder	13,255	130
HHW Announcements	4,237	99
Newsletter Helper	2,175	65
Facility Updates	1,580	71
Electronics Recycling	1,450	104
GoGreen	559	82
Total Subscriptions	23,256	551

Live Chats

Live chats	44
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Most Popular Web Pages

1. How do I...
2. Transfer Station
3. Bulk trash
4. Holidays
5. Household Hazardous Waste
6. Recycling Center
7. Blog entry announcing recycling program expansion
8. Curbside Recycling
9. Plastic Recycling
10. Trash Collection Services

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in September 2009 (tons)
Computers	26 tons
TVs	136 tons
Propane Tanks	0 ton
Textiles	12 tons
Construction Materials (Don't Dump – Donate)	11 tons
Vehicle Batteries	40 tons
Rechargeable Batteries	0 ton

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – 4,959 patrons dropped off household hazardous wastes, and contractor personnel solidified 60 cubic yards of paint this month.

Small Quantity Generator/ECOWISE Program – There were 18 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” removed 2 tons of bikes this month for restoration and shipment to countries worldwide.

Paint Reduction – There were 21 patrons that received free paint. They took away 320 gallons, and we solidified 66 cubic yards of paint. There was no paint to Honduras this month.

NEW ‘GOGREEN’ Website – The new *GoGreen* website, (www.montgomerycountymd.gov/GOGREEN) is a one stop site for a wide range of environmental programs and information for residents and businesses. A spike in hits to the site coincided with the GoGreen advertisements placed in the Gazette and on the radio station 94.7 Fresh FM. In September, the site had 394 page views, 265 unique page views.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of biodiesel production; This month 1 ton of SVO was shipped out for processing into biodiesel (<http://www.montgomerycountymd.gov/veggieoil>).

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – The CEMS reported no instances of stack gas emissions exceeding permitted concentration limits during the month of September.

TES Contract (Weather Station) – All of the instrumentation worked normally in September. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 2.02 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – On September 21, 2009, the County Executive announced during a media event at the home of an avid recycling family, a further expansion of the County's curbside recycling program. This expansion allows residents to recycle non-hazardous aerosol cans such as spray cooking oil, whipped topping, hair spray, deodorant, and shaving cream cans, as well as reusable durable plastic Rubbermaid® and Tupperware®-type containers and lids with other commingled materials in the blue recycling bin. In addition, the mixed paper recycling program was expanded to include coated paper products such as milk and juice cartons, frozen food boxes, cardboard ice cream containers and lids, paper coffee and beverage cups, wax-coated fruit and produce boxes, and juice and drink boxes. DSWS created an educational postcard mailer that is being sent to all single-family households receiving County-provided recycling collection services. The mailers are expected to be delivered to all homes by the end of the first full week in October. All FY10 task order responses have been received and were evaluated by the end of September. Work is already commencing on several of the task orders. Staff is in the process of planning a Community Service Day project on Saturday, October 24 to rejuvenate the recycling program at three multi-family properties owned and managed by the Housing Opportunities Commission (HOC). DSWS is coordinating efforts with HOC and will provide paper shredding and recycling services as well as a donation drop-off opportunity for residents of the three properties.

On-Site Composting and Waste Reduction Activities – In September, a total of 156 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. Staff conducted four composting workshops/presentations in September with 221 residents participating. Staff is in the process of creating a self-mailer highlighting proper composting methods. This self-mailer will be sent to all single-family households by the end of October. In addition, work has begun on creating a "how-to" video and DVD on backyard composting. This brief training video will be used during DSWS-sponsored composting trainings and workshops, as well as distributed to community and civic organizations, libraries, and recycling program volunteers to conduct their own composting workshops.

Recycling Investigations Unit – Since the unit was established, 24,059 site visits and 2,907 formal investigations have been conducted. In September, 43 NOV's were issued to businesses and multi-family properties for infringements against the recycling regulations and Chapter 48. No citations were issued to businesses or multi-family properties in the month of September.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 870 on-site visits of businesses in September. Staff resolved two complaints, participated in ten events reaching 588 people and responded to 56 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. The SORRT team is preparing to evaluate the recycling infrastructure at all 206 Montgomery County Public Schools (MCPS) and facilities for the 2009-2010 school year. School evaluations are expected to be completed by December 15. Staff is working closely with MCPS' SERT (School Energy and Recycling Team) Program which has taken over the responsibility of recycling from MCPS' Division of Maintenance. All FY10 task orders for the SORRT program have been issued and proposals were evaluated. Work is currently underway for the first SORRT Network Newsletter for FY10.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 292 on-site visits to multi-family properties in September to monitor the status and progress of their recycling programs. Staff participated in 11 multi-family property educational events that reached 416 people which included multi-family property pool parties, lobby events, staff trainings, the Apartment and Office Building Association's (AOBA) Green Conference, and recycling presentations to residents, including one translated in Korean. Staff also responded to 42 requests for information, resolved five resident concerns and distributed 1,886 multi-family recycling bins. Staff coordinated with multi-family properties and their solid waste and recycling collectors to identify those properties that can recycle the same list of additional materials residents of single-family homes can recycle as announced by County Executive Isiah Leggett on September 21. The TRRAC team identified 20 priority properties to work with in FY10 to achieve increased recycling achievement. All FY10 task order proposals for TRRAC Program projects were received and evaluated by the end of September.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

Volunteer Activities – Twenty-one volunteers contributed nearly 77 hours of their time to support recycling activities in September. Two volunteer recycling block captains provided four hours of time disseminating information about recycling to 550 of their neighbors in Potomac and Silver Spring; 17 volunteers contributed more than 57 hours of time at eight outreach events; and 2 volunteers contributed 14 hours of office assistance. The Recycling Volunteer Program recruited 2 new volunteers and 18 prospective volunteers in September. Seven volunteers participated in a composting training session and 1 new volunteer participated in a mini orientation session. In addition, the program reached 239 potential volunteers during three volunteer outreach events at each of the Montgomery College campuses (Takoma Park, Germantown and Rockville).

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly. No major issues occurred in September.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 40,878 tons, or 1,363 tons per day. Trash deliveries averaged 10,644 tons per week. On September 5 Unit #2 was removed from service for its scheduled fall outage. All required inspections were performed and needed repairs were completed. Also preventative repairs were performed after inspections of the refractory, ductwork, scrubber and baghouse. In addition the outage was extended to address preventative maintenance of the superheater and economizer sections' expansion joint. The unit was returned to service on September 18. On September 11, Unit #3 was removed from service for its scheduled fall outage. All required inspections were performed and needed repairs were completed. In addition to the preventative maintenance described in Unit #2, the LN scope tile replacement and the superheater roof tube replacements were performed. The unit was returned to service on September 23. On September 25, Unit #1 was removed from service to fix grate bars which had gotten damaged. Repairs were made and the unit remained down until September 27 to conserve fuel for on-peak electric generation.

There was one OSHA recordable incident this month.

There were no generation emergencies issued by PJM during this month. There was no need to purchase power during the month.

The following environmental activities occurred:

- Submitted the August 2009 Water Supply Monthly Operating Report to MDE.
- Lead and copper sampling was conducted on the potable water supply. Results do not exceed applicable levels and were sent to MDE.
- Sampled wastewater discharge. Results do not exceed applicable levels.
- Environmental awareness training was held.
Annual EMS review was conducted with the operator's regional environmental manager. No major non-conformances were reported.
- Submitted reports to MDE on September 15 and September 21 spill and cleanup.
- Annual stack testing began on September 29.

Materials Recovery Facility (MRF) – Approximately 1,746 tons of commingled material were shipped out and approximately 5,035 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in September 2009. All

the hoppers were painted. Railings were installed along outside steps leading from the scale house access road to the building. The trash conveyor belt was replaced. The chain drive and sprockets on the trammel were replaced. The 2009 Solid Waste Association of North America's silver excellence award for recycling systems was accepted (see Cover picture).

Oaks Landfill – The new 2.4 MW landfill gas-to-energy plant continues to operate well. SCS continues to complete Punch List items.

Gude Landfill – The new 0.8 MW landfill gas-to-energy plant continues to operate well. SCS continues to complete Punch List items.

The Yard Trim Processing Facility Project and all related activities have been placed on hold until it can be potentially incorporated into the Gude Landfill Remediation Plan.

The Gude Landfill Remediation project has been initiated (June 2009). Consultant work activities regarding Phase 0 – Aerial Mapping, Field Survey, and Limits of Waste Delineation are on-going. The technical proposal for Phase 1 – Nature and Extent Study has been approved. DSWS met with the Gude Landfill Concerned Citizens on September 10, 2009 and with about 30 members of the community at a larger public meeting at Candlewood Elementary School on September 24, 2009. At the meeting, community, County and consultant staff discussed the existing ground water contamination, surface water quality, the minimal potential for risk to the community and potential future uses of the site. Since the community is on public water, and not well water, there is only a minimal potential for any exposure. Meetings with the community and DEP/DSWS regarding the Gude Landfill Remediation will continue on a monthly basis.

Solid Waste Transfer Station – Covanta shipped 47,081 tons of processible waste via rail from the Transfer Station to the RRF; 1,044 tons less than shipped in September 2008.

The inbound radiation detectors had 14 alarms – 2 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation; and 12 alarms by vehicles that were identified as containing low levels of medical isotopes with short half-lives in trash.

The Public Unloading Facility radiation detectors had 10 alarms. All alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of 30 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes: 1 NOV and 1 verbal warning issued for lacking the permit required to collect or dispose of solid waste; 3 citations, and no NOVs or verbal warnings were issued for delivering of solid waste acceptable for recycling to a solid waste

facility; 1 citation, 17 NOVs, and no verbal warnings were issued for unlicensed collection companies; 3 citations and 2 NOVs were issued for operating an unlicensed trash truck of an unlicensed company; and 1 citation, no NOVs, and 1 verbal warning were issued for operating a collection vehicle without a tight-fitting cover.

Envion Pilot Demonstration Project – Envion, the company conducting a small scale demonstration project at the Transfer Station to convert waste plastics into fuel, held a public demonstration and press event on September 16, 2009.

Site 2 Landfill Properties – Repairs to the barn on the Draper Farm were completed. Design work continues on the Site 2 ponds. Staff continues to address deer management issues. An RFP was sent to procurement for advertisement.

Yard Trim Compost Facility – The facility received 2,996 tons of material for composting; this compares with 3,002 tons of material received during the same period last year. No material was diverted to back-up composting facilities. There were 3,843 cubic yards of bulk LeafGro™ shipped this month; compared with 4,664 cubic yards for the same period last year. There were 597 cubic yards of Linden Farm Humus sold; this compares with 159 cubic yards for the same period last year.

Bagging Operation – 26,450 bags of LeafGro™ were shipped to distributors. This compares with 27,700 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In September, no 1-cubic foot bags of LeafGro™ were sold. This compares with no bags during the same period last year.

In September, 2,950 bags of Compro™ bags were shipped to distributors. This compares with 3,200 bags during the same period last year.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 11,482 tons of ash residue and 1,573 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Perry Hall, Maryland – Approximately 4,513 tons of asphalt, soil, concrete, and brick and block were sent to the Honeygo Run Recycling site in Perry Hall, Maryland, for construction and demolition recycling in the month of September.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil www.montgomerycountymd.gov/GOGREEN

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	553,501 (FY08)
Latest Recycling Rate Reported in Montgomery County	44.3% (FY08)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY09, 67,928 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,886
# Residences receiving collection of recyclables in blue bins and yard trim collection	210,318
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

AOBA	Apartment and Office Building Association
BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
DGS	Department of General Services
EMS	Environmental Management System
EPA	United States Environmental Protection Agency
ERP	Enterprise Resource Planning
FY	Fiscal Year
HHW	Household Hazardous Waste
HOC	Housing Opportunities Commission
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
MSW	Municipal Solid Waste
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OMB	Office of Management and Budget
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RFP	Request for Proposal
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SERT	School Energy and Recycling Team

SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
WVO	Waste Vegetable Oil